



# LINE UP LIFELINE PROGRAM

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## WHO IS ELIGIBLE TO RECEIVE A LINE UP LIFELINE PHONE AND FREE SERVICE?

Eligibility guidelines vary by state, but in Maryland, individuals qualify if they participate in a public assistance program such as Food Stamps (SNAP), Medicaid, Low Income Home Energy Assistance Program (LIHEAP), National Free School Lunch, Federal Housing/Section 8 Assistance, Supplemental Security Income (SSI; Not the same as Social Security Benefits), or Temporary Assistance to Needy Families (TANF).

**Important Note: Lifeline is only available to the head-of-household. Furthermore, there is a limit of only one Lifeline phone per household. If you or a member of your household already receives a Lifeline subsidy from another provider, you're ineligible for this service.**

## HOW TO APPLY?

In Maryland, applicants must provide proof of program participation and complete an application (attached). Program documents submitted must be "a valid, dated copy of a document issued by a qualifying agency." It also needs to show the individual's name and address. Typically this needs to be a dated enrollment letter showing the name and address of the eligible individual. Submission of a program card typically will not be sufficient because many of the enrollment cards do not show the name, address, or date of eligibility. Many of the state issued cards (i.e. food stamp) only display an ill number similar to the debit card look.

## WHAT'S INCLUDED WITH MY LINE UP LIFELINE PHONE SERVICE?

LINE UP offers eligible customers a free wireless phone and free service. The minutes can be used for local or domestic long distance calling. There are no bills, no long-term contracts, no activation fees, and no recurring fees or surcharges for LINE UP customers. Upon verification, LINE UP users may renew their service on an annual basis.

## CUSTOMERS MAY CHOOSE BETWEEN 2 PLAN OPTIONS:

1. **UNLIMITED TALK & TEXT \$36.50:** Unlimited talk and text with any mobile number on any U.S. carrier.
2. **90-FREE MINUTES:** These minutes will be added on the first day of the monthly service cycle, and may be used for making or receiving voice calls. All incoming and outbound text messages will be deducted at a rate of 1 minute per text. All unused minutes expire at the end of the month. Additional minutes can be purchased at a rate of \$0.05 in increments of \$5.00.